



ADVISORY COUNCIL MONTHLY MEETING
Thursday, SEPTEMBER 11, 2025
Following the 9:30 a.m. Board Meeting

Kent District Library Service Center
814 West River Center Drive NE, Comstock Park, MI 49321

1. CALL TO ORDER AND ROLL CALL		
2. APPROVAL OF AGENDA	<i>(m)</i>	PAGE 1
3. PUBLIC COMMENTS		
4. APPROVAL OF MINUTES OF THE AUGUST 14, 2025 MEETING	<i>(m)</i>	PAGES 2-3
5. COUNCIL PRESIDENT REPORT – Elyshia Hoekstra, Chair	<i>(i)</i>	
6. BOARD REPORT – John McNaughton, Board President	<i>(i)</i>	
7. ILS MANAGER’S REPORT	<i>(i)</i>	PAGES 4-10
8. MEMBER SERVICES MANAGER’S REPORT	<i>(i)</i>	PAGES 4-10
9. COOPERATIVE DIRECTOR’S REPORT	<i>(i)</i>	PAGES 4-10
10. OTHER REPORTS (If representatives are present) a. MLA Legislative Committee Report –Dale Parus	<i>(i)</i>	
11. NEW/UNFINISHED BUSINESS a. Brainstorming for Continuing Education Programs (please bring your ideas.) b. Digipalooza discussion (See Nicki’s report)	<i>(i)</i> <i>(i)</i>	
12. PUBLIC COMMENTS		
13. NEXT MEETING - Thursday, October 9, 2025, following the Board Meeting at Kent District Library Service Center		
14. ADJOURNMENT	<i>(m)</i>	

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, August 14, 2025 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: Elyshia Hoekstra (OC), Joe Zappacosta (SM)
Lakeland Staff Present: Amber McLain, Ann Langlois, Carol Dawe

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at time by **Elyshia Hoekstra**.
- 2) **APPROVAL OF AGENDA:** **Ciera Bakovka** moved, supported by **Matt Lubbers-Moore** to approve the agenda - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) Cierra Bakovka asked if any other libraries had noticed a trend of door counter numbers and card sign ups going up, but circulation going down – several libraries noted the same thing.
 - i) Jen Salgat mentioned that it may be because of the weather (escaping the heat).
 - ii) Ann Langlois is going to investigate into historical data.
- 4) **APPROVAL OF MINUTES:** Ellen Peters moved, supported by Cierra Bakovka, to approve the Advisory Council minutes from **date** – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Nothing to report.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER'S REPORT:** Ann shared that the ILS Evaluation Committee has finished crafting the RFI (request for information) that will be open to all ILS vendors starting Monday August 18. It will be sent to specific ILS vendors as well as posted on our website. It will be open to submissions for one month. Ann also shared that the annual patron purge is coming up. Ann also shared that there have been updates with LX Starter – a set of modules for Sierra that includes user registration and updated notices.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Amber shared that everything is currently functioning as expected. She also reminded everyone to email Tech Help when there's an issue instead of directly to a staff member, to ensure that it can be handled in a timely manner. She also shared that the next Sierra update should be the one that fixes the self-checkout timeout with the app.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol thanked Ann and the ILS Evaluation Committee for the work they are putting into the process. Carol also shared that she did a staff development program at Hackley and that it may be helpful for other libraries to pursue.
- 10) **COMMITTEE REPORTS:**
 - a) None.
- 11) **OTHER REPORTS:**
 - a) **MLA:** Nothing has changed with expectations for the budget – we likely will not know anything solid until October 1. AXMITAX is attempting to collect signatures to get on the ballot in order to eliminate property taxes (and consequently eliminate most, if not all, public services). The organizers are attempting to gather signatures at all public events, including library events.
- 12) **NEW AND ONGOING BUSINESS**
 - a) 2025-2026 Caucus and Election 2025-2026
 - i) Class I, II, and III libraries nominated Jessica Hunt from Grant – Kevin Meyer from Hopkins was first nomination, Mary Cook from Hudsonville was second nomination. Cierra Bakovka, seconded by Jeffrey Babbitt, to approve the nomination and vote in Jessica Hunt as the representative for Class I, II, and III libraries – *motion carried*.
 - ii) Class IV libraries nominated Matt Lubbers-Moore from Fruitport – Dale Parus from Ionia was first nomination, Jackie Roseberry from Fremont was second nomination. Dale Parus, seconded by Abby Black, to approve the nomination and vote in Matt Lubbers-Moore as the representative for Class IV libraries – *motion carried*.
 - b) Budget Review and vote to forward to LLC Board
 - i) Discussion regarding insurance with the new truck ensued.

- ii) Discussion regarding state aid data and its usability ensued.
- iii) Maggie McKeithan made the motion, supported by Jeffrey Babbitt, to forward the proposed budget to the board – *motion carried*.
- c) Summer Reading Sharing Session
 - i) Ellen Peters shared that Loutit had over 1,000 people at their kick-off party, but their signups and participation was down.
 - ii) Cierra Bakovka shared that they had fewer participants but more participation.
 - iii) Merri Jo Tuinstra shared that Sparta had record numbers, especially with teens.
 - iv) Kevin Meyer shared that Hopkins had sticker posters that summer readers would help fill in as a community art project.
 - v) Abby Black shared that Allendale had 300 more finishers than last year.
- 13) **PUBLIC COMMENTS:**
 - a) None
- 14) **NEXT MEETING:** Thursday September 11, 2025, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.
- 15) **ADJOURNMENT:** Matt Lubbers-Moore moved, supported by name, to adjourn at 10:53 - *motion carried*.

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT September 11, 2025

I've been struggling with back pain for the past 2 weeks. It has given me a new outlook on life or at least a new outlook from my view from my black leather chair and guestroom couch. Sometimes things happen unexpectedly and we have to pivot (not twist, that's kind of how I got injured) and keep going as best we can. As directors, managers and leaders, we do this daily and sometimes hourly. It can be exhausting and sometimes we simply get used to the chaos or the uncertainty. I don't think this is good. As I struggled with my pain, I realized that the initial problem actually went away but a secondary problem occurred which needed to be addressed anew. I stepped back and reassessed.

One of the joys of my job is working with each of you on issues, challenges and interesting circumstances. We brainstorm, troubleshoot and try to think out of the box but we also look at issues honestly and without judgement. We do this when we work on strategic planning and board development too. I learn so much every day from our conversations. You all remind me of the benefits of collaboration, patience and stepping back and reassessing when possible. You make me a better person and a better patient too. Thank you.

Speaking of patience, the state budget is still up in the air and the rumor mill is set to high speed. We will have to react once it is set. The good news is that the Coop is a pretty lean machine and we can cut as we need, if needed and we have reserves. I am hopeful the Michigan state legislature will continue with library and cooperative funding and match the funding for the LSTA line item that provides MelCat but we can't control the state legislators. If wishing made it so but please contact your state representatives and make your opinion known to them.

As we close out this fiscal year, **the Board agenda** for this final month is a bit heavy but no surprises. We have the budget amendments, the FY25-26 budget which the Advisory Council voted in August to send to the board, credit card policy which is very straightforward, and the annual health care resolution and the meeting schedule. I am going to send a draft of the succession plan under separate cover so we can do a first read via a Google Doc. I don't want to go too far without your input. The board can expect that in your in box on Monday.

For Advisory, we would like to have a discussion on continuing education ideas. We did this last year and it was very helpful. Nicki has provided a great summary of Digipalooza in her report. If you have anything to add, please do so at the meeting. I am also looking forward to Dale's MLA legislative update.

Other items of note:

LCM (Library Cooperatives of Michigan) held its annual retreat in Mount Pleasant at the Saginaw Chippewa Tribal College in mid-August. We did some strategic planning, discussed our leadership styles and how we can best work together (it was fascinating) and we discussed funding, the future of cooperatives and we met Tricia Wylie, the new director at Superiorland Library Cooperative in the UP. She comes to us from rural Florida when she ran a small consortia. I think she will do a great job. We are also saying farewell to Mallorie DeVilbiss who is leaving Suburban Library Cooperative to work for a library vendor. Steve Bowers from TLN and I may be helping their board with the search.

My **annual evaluation** will be sent out to John prior to the meeting on the 11th.

Read Terry's update on the **truck**....we should have it soon.

GIS Mapping: The Coop Directors have worked with Jenni Grace who did our logo and the LCM logo to create a logo for this project. More will be shared at MLA. We will have a touch screen so people can test drive the beta version!

MLA Annual Conference: Amber and Ann will be attending on the Thursday and I will be there Wednesday through Friday.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

August 2025 activities

At the Cataloging Centers meeting on August 20, all of the Cataloging Centers agreed to work together on moving juvenile graphic novels from serial records to monographic records.

E-mail & telephone consulting contacts: 39

Sierra records manually edited: 125

July 2025 Statistics

The statistics for July 2025 show a decrease in the number of cataloging requests we received, with an accompanying decrease in the number of records cataloged compared to July of last year. This change is likely due to MADL becoming a cataloging center as well as the cataloging center guidelines implemented in October 2024.

The number of requests received to be cataloged in July was down by 29% compared to July 2024. The number of requests received that were already in the database increased by 3%.

The number of records copy-cataloged in July was down by 33% compared to July 2024, while the number of original records cataloged increased by 26%. The total number of records cataloged was down by 26% compared to July 2024.

Cataloging	July 2025	YTD	July 2024	YTD	Monthly %	YTD PCT
Requests Received	1375	13740	1929	17082	-29%	-20%
Requests already in database	79	919	77	816	3%	13%
Requests to be cataloged	1296	12821	1852	16266	-30%	-21%
Copy Cataloging	931	10572	1394	14108	-33%	-25%
Original Cataloging	244	3014	194	2125	26%	42%
Total Cataloged	1175	13586	1588	16233	-26%	-16%

Cataloging Center Statistics

These statistics show the number of bibliographic records cataloged monthly by Lakeland and the other Cataloging Centers (Hackley, Herrick, Loutit, and MADL). The chart shows how the workload of cataloging is becoming more equitably distributed among all of the Cataloging Centers.

Month	Total	Lakeland Cataloging	Other Cataloging Centers
January	3372	1632	870
February	2837	1299	769
March	2102	1179	923
April	2399	1229	1170
May	2453	1157	1296
July	2406	1162	1244
July	2442	1236	1206
Total	16433	8955	7478

Delivery and Facility Manager - Terry Cross

August 2025 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland

	August – 2025	July – 2024	Difference	% Change
Total Book Bags & Bins	3,068	3,199	(131)	(4%)

In August 2025, there were 3,068 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 4% decrease as compared to the 3,199 bags and bins that were sorted and delivered in August of the prior year.

MelCat/Rides Statistics

	# Of Incoming Bins Received from Rides Courier			# Of Outgoing Bins Received from Member Libraries		

	August 2025	August 2024	Difference	August 2025	August 2024	Difference
# Of Bins	202	174	28	189	162	27

In addition to the book bags and bins that were received from member libraries, there were 202 MelCat bins that were received and sorted in August 2025. This was an increase of 28 bins as compared to the 162 bins that were received in August 2024. Also in August 2025, 189 bins were sent out, which was 27 more bins than the 162 bins that were sent out in August 2024.

A new battery was installed on Truck # 37. There were no other service issues in August and both trucks are current with their respective preventative maintenance service.

I drove for 3 days and helped sort for 6 days in August covering for time off taken by both of the Drivers and the Sorters. All 4 sorters and both drivers continue to be very diligent in considering each other's scheduled time off before scheduling time off. This is very helpful in scheduling and ensuring that sorting and deliveries to libraries are not uninterrupted.

There were five e-mail and or phone contacts with member libraires in August.

Time was spent in August working with Carol and Janet on the upcoming yearly budgets for the Facilities and Delivery departmental budgets.

Thank you to everyone from all of us in the delivery department for approving the purchase of the new delivery truck. The truck is currently in Texas at Morgan Truck Body LLC. The truck chassis has been equipped with the 16 foot box and the completed truck is ready to be transported to Royal Box Company in Grand Rapids where the shelves will be installed in the box. The purchase process is going faster than expected and the truck could be available within the next two to three weeks.

Driveway seal coating, crack fill with sealant and line striping work will be done by the end of the repair season. A down payment has been made and we are waiting for the work to be scheduled.

Consumers Energy performed an electrical energy assessment at the building in August. The potential energy savings that was identified was replacing existing interior and exterior light fixtures with LED fixtures. The potential cost of installing the new LED fixtures can be reduced by rebates offered by Consumers Energy. We have been referred to an electrical contractor and will know more about the potential costs and savings after meeting with the contractor.

The insurance renewal for the year 10-1-2025 to 10-1-2026 has been completed for the Commercial Auto, Workers Compensation, Commercial Property, Commercial Liability Umbrella, Directors & Officers and Cyber insurance policies.

Digital Services Specialist – Nicki Johnson

Tickets : 16 member meetings: 2 vendors: 6

August was a busy month. I have several vendors that I have been working with (including Weiss Financial, Swank, and Ancestry) to get deals for the cooperative. With Ancestry, I am trying to bring all of our members under one umbrella so we have better purchasing power. We can then look at adding Newspapers.com with special pricing to those that have Ancestry subscriptions.

The Overdrive conference in Cleveland was in August also. At the conference, I was able to attend some great presentations and meet a lot of great people. I had an in-person session with our Overdrive team and several brainstorming sessions with other cooperatives. Overdrive will now be partnering with Read with Jenna to offer her spotlighted titles.

We also covered several purchasing practices to help enhance our service to our patrons, while still saving money. We learned of two new updates coming to Overdrive. In the future, ebook and audiobook holds will work more like holds in Sierra. If a patron suspends (freezes) a hold, it will now stay that way until the patron unfreezes it. Under the current model, patrons can “push” a hold back a few days or months. This leads to patrons repeatedly pushing a title back. Every time the title comes available to that patron, they have three days to decide to check out or push back, over and over again. Under the new system, we should be able to get more titles out of our titles because they aren’t sitting for 3 days, 3 days, 3 days, etc. Holds will also automatically be cancelled if they haven’t been picked up after 1 year.

Overdrive also presented a new feature called “Inspire Me”. When this feature goes online, patrons will be able to dive deeper into our collection using AI. A patron will choose fiction or non-fiction, an age group (adult, YA, or Juvenile), and a category (cozy, adventure, crime procedural, etc) and Libby will come up with several focused categories to choose from. Once a category is picked, Libby comes up with 5 available titles from our collection that fit. Participants at the convention were given a special log-in to try the service and it really was quite fun!

Overall, it was 3 days packed with learning and networking with great libraries from all over the country.

Finance & HR Assistant - Janet Cornell

The budget amendments for this fiscal year are included in this meeting packet for approval. In addition to the amendment for the truck purchase, line items were reconciled for spending. Also included were a couple of budget reductions to the pass-through fund, as we did not spend more for group subscriptions and collections this fiscal year.

Our QuickBooks payroll subscription renews in October. This subscription has been going up along with the accounting software subscription quite substantially the last couple of years. I have found an alternative payroll solution with Patriot Software and have signed up for a 30-day trial. Setup and transfer of data for this calendar year was smooth and easy. They do include free setup, but I went ahead and entered our data on my own so that I could learn the software. I ran the first payroll, reconciling it with the regular run in QuickBooks and will continue to access if it meets our needs. If so, we will complete the switchover by October.

Administrative policy updates are continuing with hopes to get all of them ready for Carol to review this month.

Email and phone consults with Member libraries and vendors: 8

ILS Manager – Ann Langlois

Ann is on vacation and will provide her report at the meeting.

Member Services Manager – Amber McLain

Email/Phone Consults with Libraries: 32

Email/Phone Consults with Vendors: 23

BiblioCommons

BiblioCommons continues to function as expected, with one small service interruption on their end.

BiblioSuggest

BiblioSuggest continues to function as expected.

BiblioApp

BiblioApp continues to function as expected. The Self-Checkout module continues to function intermittently. According to Innovative, the Sierra fix for its functionality should be implemented with the next release.

Self Checkout Stats -

Fulfillment Location	Total Checkouts	Total Checkout Users
AB	16	7
AD	6	5
AF	52	20
AH	2	2
AL	115	14
AS	74	29
AW	140	36
BF	11	6
BH	195	64
BM	4	4
EC	35	9
ES	53	17
HN	5	5
HO	30	19
IB	19	5
IC	11	11
IL	119	41
IS	1	1
IV	2	2
MA	3	3
MC	1	1
ME	7	6
MG	76	31

MH	6	6
ML	16	13
NF	18	11
NG	56	11
NH	14	2
NN	16	10
NW	6	3
OA	1	1
OC	10	6
OG	47	18
OH	38	17
OJ	24	4
OL	1117	250
OS	861	253
OZ	149	47
SF	6	3
SM	14	11
SW	25	15
UB	2	2
UE	6	6
UH	1	1
UK	1	1
UL	2	2
UN	33	16
UO	5	5
UV	2	2
UW	7	7

Users

This is a list of how many active users each library has. This is **active users** on the app - meaning those who have opened the app and done an action within the specified month.

User data not available at the time of this report.

Patron Point

Patron Point continues to function as expected.

Number of Applications in August 2025: 944

Number of Auto-Renews in August 2025: 1700

Respectfully submitted,

Carol Dawe